

Human Performance Center

Focusing on Performance

The focus of the Human Performance Center (HPC) is on performance improvement: identifying and removing all factors that could prevent a Sailor, a team, a unit or an organization from achieving its highest level of performance.

Many successful companies are using the human performance approach to improve their advantage in today's marketplace. Industry benchmarks show an 8:1 return on investment and a 10-20% performance improvement, with initial HPI analyses completed in 90-120 days. Based on this model, the HPC finds cost-effective ways to help organizations and people perform more efficiently. This ultimately results in improved performance, measurable results and reduced costs.

HPC personnel are located throughout the Navy's operational, training and acquisition communities. These professionals are the best and brightest DoD has to offer in the field of human performance and process improvement.

Today, more than ever, the world needs the U.S. Navy at it's absolute best. From individual Sailor performance to the accomplishment of joint military missions, the Navy must operate quickly and flawlessly to meet increasing demands while managing limited fiscal resources.

"Optimizing Naval Warfighting Performance"



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***United States Navy
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Our Mission:

The mission of the Human Performance Center (HPC) is to optimize Naval warfighting performance by applying the Human Performance Systems Model and the Science of Learning to all facets of Naval operations.

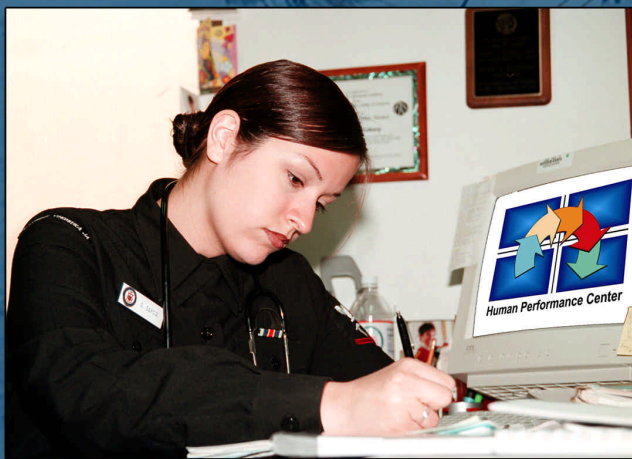
HUMAN PERFORMANCE CENTER

Who Are We?

In 2003, Chief of Naval Operations, Adm. Vern Clark, established the Navy's Human Performance Center (HPC) in Virginia Beach, Va. The establishment of this new command was a direct result of the Executive Review of Navy Training (ERNT) and Task Force EXCEL. Those efforts determined that explicitly managing human performance was not a function the Navy was currently performing.

The HPC was initially tasked to serve three customers - the Sailor, the Fleet, and the Acquisition community. The traditional way to "treat" problems had been to focus only on the individual, and the usual answer was more training. The assumption was that poor performance was simply a result of poor knowledge or skill that could be easily fixed by sending the Sailor back to the schoolhouse.

In fact, more training historically solves the problem less than 20% of the time. More often than not, a number of different factors contribute to poor performance. These other factors typically include processes, incentives, tools and equipment, manpower, and clarity of goals.



How It All Works

Starting with a performance requirement rather than a solution, the HPC can apply the Human Performance Improvement (HPI) process to precisely identify root problems.

For example, HPC analysts discovered there were no standard performance requirements for Air Intercept Controllers (AIC) and supervisors. Therefore, training alone could not achieve a consistent performance level throughout the Fleet.

Another key component of the HPC mission is the "Science of Learning." The Navy will use this discipline to better understand how adults learn and perform in a wide variety of settings. When training is part of the performance strategy, human performance practitioners will use the Science of Learning to advise training developers on the best possible cost / performance trade-offs.

The HPC is partnering with organizations, both inside and beyond the Navy, to ensure the Navy has the best training possible.

Our Guiding Principles

The HPC is focused on providing value to our customers. We have a bias toward action and delivering results. As a result, we will:

- ** Strive for excellence in everything we do – our products, our services and our relationships.
- ** Demonstrate integrity by being honest brokers.
- ** Partner with customers, other agencies, academia and industry to share information and to leverage best practices.
- ** Build an agile and responsive organization that will proactively support operational effectiveness.
- ** Commit to life-long learning.
- ** Take responsibility for our actions and personal development.
- ** Foster innovation and creativity.
- ** Challenge the status quo, take initiative and seek continuous improvement.



THE FOCUS IS ON PERFORMANCE IMPROVEMENT, NOT THE PERFORMER